

OWCP Enrollment Tips

This document includes tips for completing new OWCP provider enrollment applications, submitting modifications and re-enrollments for existing or previous OWCP provider records, and finding resources for further assistance. Providers are encouraged to submit enrollment applications or maintain existing provider records via the secure Workers' Compensation Medical Bill Processing (WCMBP) Provider Portal. Providers may also submit the OWCP-1168 Provider Enrollment Application form and required documentation via mail or fax.

Section I

Getting Started with Provider Enrollment

Question	Answer
Where do I go to start an enrollment application?	Visit the Provider Enrollment page https://owcpmed.dol.gov/portal/Provider/Enrollments for all enrollment links, tutorials, forms, and resources.
What is an Enrollment Type and how do I know which option to select?	Enrollment types are: Individual, Group Practice, or Facility/Agency/Organization/Institution. Portal Submissions: Refer to the Enrollment Type descriptions that appear on the page when initiating an application via the WCMBP portal. Paper Submissions: Refer to Part A: Basic Information on page 13 of the Provider Enrollment Application (OWCP-1168) .
Where do I enter my taxonomy?	Portal: Refer to Step 3 of the online enrollment. Taxonomies will be available based on the provider type selected. If you do not see your requested taxonomy, please review your previous selections. Paper Submissions: Refer to Part C: Taxonomy on page 2 of the Provider Enrollment Application (OWCP-1168)
Where should I enter license information?	Portal Submissions: <ul style="list-style-type: none">• Individual: Professional license/certification information is entered in Step 5. Upload supporting documentation in Step 12• Group Practice: Business license is optional and entered in Step 5. Servicing provider professional license information is required and entered in Step 10. Upload supporting documentation in Step 13• Facility/Agency/Organization/Institution: Facility license is entered in Step 5. Upload supporting documentation in Step 12 Paper Submissions:

Question	Answer
	<ul style="list-style-type: none"> • Individual: Refer to PART E: LICENSE AND CERTIFICATION on page 4 of the Provider Enrollment Application (OWCP-1168) • Group Practice: Group business license information is <u>not</u> required in PART E: LICENSE AND CERTIFICATION. Instead, refer to Addendum 1: Individual Providers Information for Group Practice Enrollment (Part A) to enter servicing provider information. • Facility/Agency/Organization/Institution: Individual: Refer to PART E: LICENSE AND CERTIFICATION on page 4 of the Provider Enrollment Application (OWCP-1168)
<p>Why did I receive a return to provider (RTP) letter stating my location was previously enrolled and is re-activated?</p>	<p>If an existing OWCP Provider ID record is on file for your organization, updates will be applied to the previous record and a Returned to Provider (RTP) response will be sent to inform you of the update to your application.</p>
<p>Why is an SSN required for Servicing Provider Information?</p>	<p>Social Security Numbers are required to validate servicing providers are eligible to treat OWCP injured or ill workers and to ensure they are not excluded, suspended, or debarred from participating with OWCP programs.</p>
<p>Why are attachments optional when submitting via the WCMBP portal?</p>	<p>With online submissions, providers have the option to submit required documents after the application has been completed and submitted. Required documents may be mailed or faxed with a Provider Enrollment Cover Sheet.</p> <p>If attachments are not uploaded at the time of submission, your application will stay in an “Awaiting Attachments Status” for nine days.</p> <p>If the attachments and cover sheet are not received within this timeframe, your application will be Returned to Provider (RTP’d). Please click the Required Credentials button to check which attachments are required for your Provider Type.</p>
<p>Can I exit my application via the portal and return to it at another time?</p>	<p>Yes, you can save your progress and exit the application. Be sure to note the Application Number that appears on the upper left corner of the page. That number is also sent to the email used to initiate the application. If you cannot locate the application number, please contact our call center with provider name, address, and tax ID from the incomplete application, and an agent will be happy to help.</p>
<p>Where can I find the Enrollment Cover Sheet to submit my application via mail or fax?</p>	<p>You can find the Provider Enrollment Cover Sheet at this link.</p> <p>If you are having trouble opening the document, helpful information is available at the How to view PDFs using Adobe Reader link on the Forms and References page.</p>

Question	Answer
Where do I mail or fax my paper enrollment application?	For correspondence related to Provider Enrollment for all OWCP programs, please mail or fax to: Provider Enrollment PO Box 8312 London, KY 40742-8312 Fax: 888-444-5335

Section II

Tips for Completing Modifications and Re-Enrollments

Question	Answer
How will I know if a Modification or Re-Enrollment is needed?	Provider records recently deactivated for “Terminated – License Expired” or “Terminated – 2 years of Inactivity” can submit a modification. Provider records deactivated for all other termination reasons will need to submit a “Re-Enrollment”.
I've submitted a modification to add servicing provider to our group profile. How do I know if the servicing provider has been added?	Please allow seven business days for the review process to complete before checking on the status of a servicing provider. Servicing providers that were added will automatically default under inactive while the added servicing providers are in review. Once the review is complete and successful, the servicing provider will appear as “Active” on the OWCP provider record under Step 10 on the portal.
Can I submit a license update using the OWCP-1168 Form?	Yes, license updates may be sent via paper submission. Please submit the first page of the OWCP 1168 with Box 1 checked for UPDATE , the license page of the application (page 4) for the license or certification information, a copy of the license or certification, and the Provider Enrollment Cover Page.
Can I change my Enrollment Type on a modification?	No, providers cannot change their enrollment type on a modification. Providers must submit a new application if a change is needed to the Enrollment Type of Individual, Facility, or Group Practice.
Can I change my Provider Type on a modification?	No, providers cannot change their provider type on a modification. Providers must submit a new application if a new provider type is needed for your organization. NOTE: Servicing providers within a group do not need a separate application if their provider type is different from the group provider type.

Section III

FAQs for Further Assistance

Question	Answer
Which user profiles have access to Provider Re-Enrollment or Provider File Maintenance?	<p>The following portal security profiles allow access to update existing provider information:</p> <ul style="list-style-type: none">• EXT Provider File Maintenance• EXT Provider Super User• EXT Provider Eligibility Checker-Claims Submitter
Who can I contact for assistance with my user profile?	<p>Reach out to your organization's WCMBP web portal System Administrator for questions regarding your assigned role. Information for adding or updating user accounts is located in the quick reference guide (QRG) at the following link: Adding/Associating Users to Providers (dol.gov).</p>
What can I do if I do not know the WCMBP system administrator for my organization or if the previous system administrator is no longer at my organization?	<p>Please contact our call center for assistance if you need the current system administrator contact information or if a new system administrator needs to be added and another administrator is not on file. You must have the Group or Facility OWCP ID. Note: organizations may have more than one user identified as a WCMBP portal system administrator.</p>
What can I do if I'm having trouble opening the Enrollment Cover Sheet pdf?	<p>Helpful information is available at the How to view PDFs using Adobe Reader link on the Forms and References page.</p>
Who can I contact if I need further Provider Enrollment assistance?	<p>If you need further assistance with provider enrollment, contact our call center:</p> <ul style="list-style-type: none">• Division of Federal Employees' Compensation (DFEC): 1-844-493-1966• Division of Energy Employees Occupational Illness Compensation (DEEOIC): 1-866-272-2682• Division of Coal Mine Workers' Compensation (DCMWC): 1-800-638-7072